

Transit Plus No-Show and Late Cancellation Policy

Public Engagement

Virtual Event

Wednesday, June 28, 2023

Tracing Our Journey



Review of Existing No-Show Policy

To align with the Winnipeg Transit Master Plan (WTMP), a consultant reviewed and recommended the following:

- **End** financial penalties – it is **not changing behaviours**
- **Increase** the number of “**freebies**” in a period
- **Cancel earlier to help** give others trips, 30 minutes is **not enough time**
- **Align** with industry norms

Review of Existing No-Show Policy

Policy Advisory Committee (PAC) feedback:

- The points system is good because many customers live on or below the poverty line, and fees could pose an **unreasonable** burden.
- New system should allow customers to **know where they're at** and **understand** their impacts on the service.
- Ensure the system is **flexible** to accommodate the diverse needs of individuals with disabilities.

No-Show Policy: New Approach

- Focus on **public education**
- **Assist customers** in managing their use of the service
- **Recognize** that there are circumstances that are sometimes beyond a customer's control
- Apply corrective measures **progressively**
- Increase the no-show/cancellation window
- Make it **easier to understand** the policy

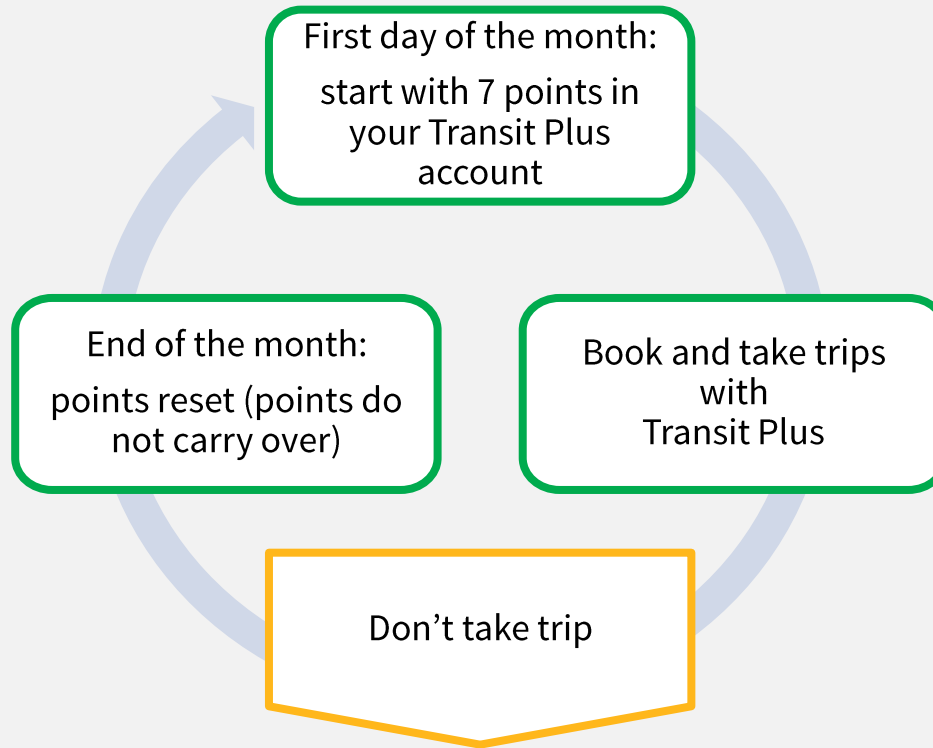
Proposed Policy

Existing No-Show Policy	Proposed No-Show & Late Cancellation Policy
Increasing financial penalty for each: • “No-show” • Service is suspended once the amount owed reaches or exceeds \$30.00	Points and Strikes system Increasing service penalties for each strike Points can be lost through: • “Late Cancellation” – one point • “Cancelled at Door” – two points • “No-show” – two points

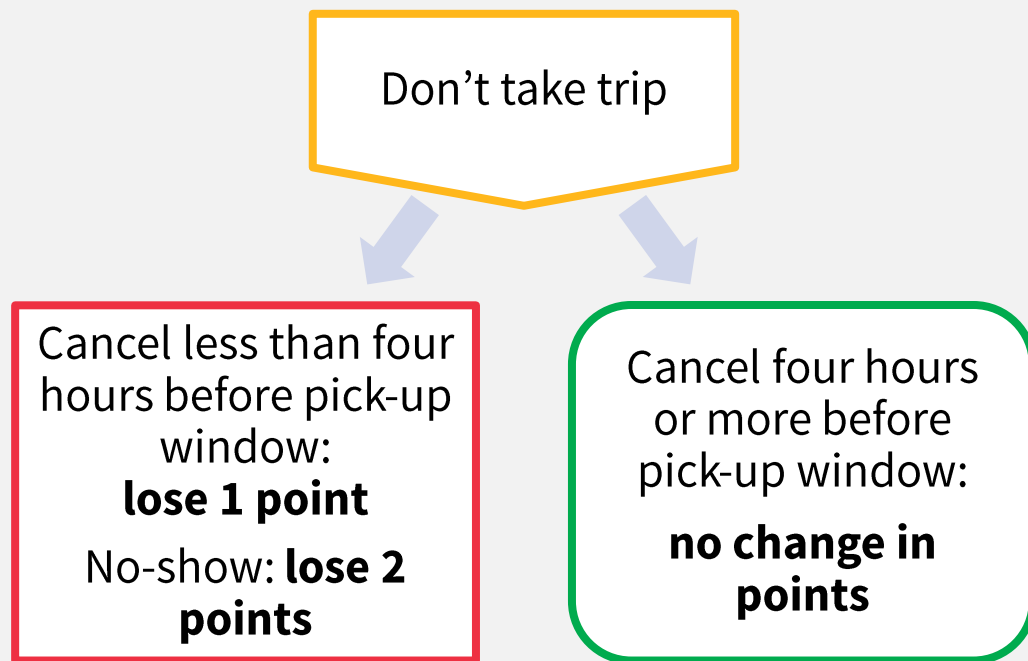
Proposed Policy: What Is Staying the Same

- If a customer cancels at the door or is a no-show for their trip, any trips **connected to the first** will be cancelled.
- Still **need those trips**? **Call** a customer service representative to reinstate them if still available.

Proposed Policy: How It Works



Proposed Policy: How It Works Continued



- Lose all seven (7) points in one month: **strike**
- First strike: friendly reminder
- Second strike or more: suspension of service
- One year without any strikes (from the first): strikes are erased from your account

Proposed Policy: Example

In a **month**, a customer travels twice a day, every day for work, and they've had to **late cancel** five (5) times and had one (1) **no-show**.

Existing No-Show Policy	Proposed No-Show & Late Cancellation Policy
• 1st No-show: no charge • 2nd No-show: \$3.15 • 3rd No-show: \$6.30 • 4th No-show: \$9.45 • 5th No-show: \$15.00 • 5+ No-show: \$15.00 Penalty: \$63.90 with a suspension of service until paid	• Late cancel: lose 1 point • Late cancel: lose 1 point • No-show: lose 2 points • Late cancel: lose 1 point • Late cancel: lose 1 point • Late cancel: lose 1point Penalty: First strike

Proposed Policy: Example Continued

Four months later, the same customer has **cancelled late** one time and had three (3) **no-shows**.

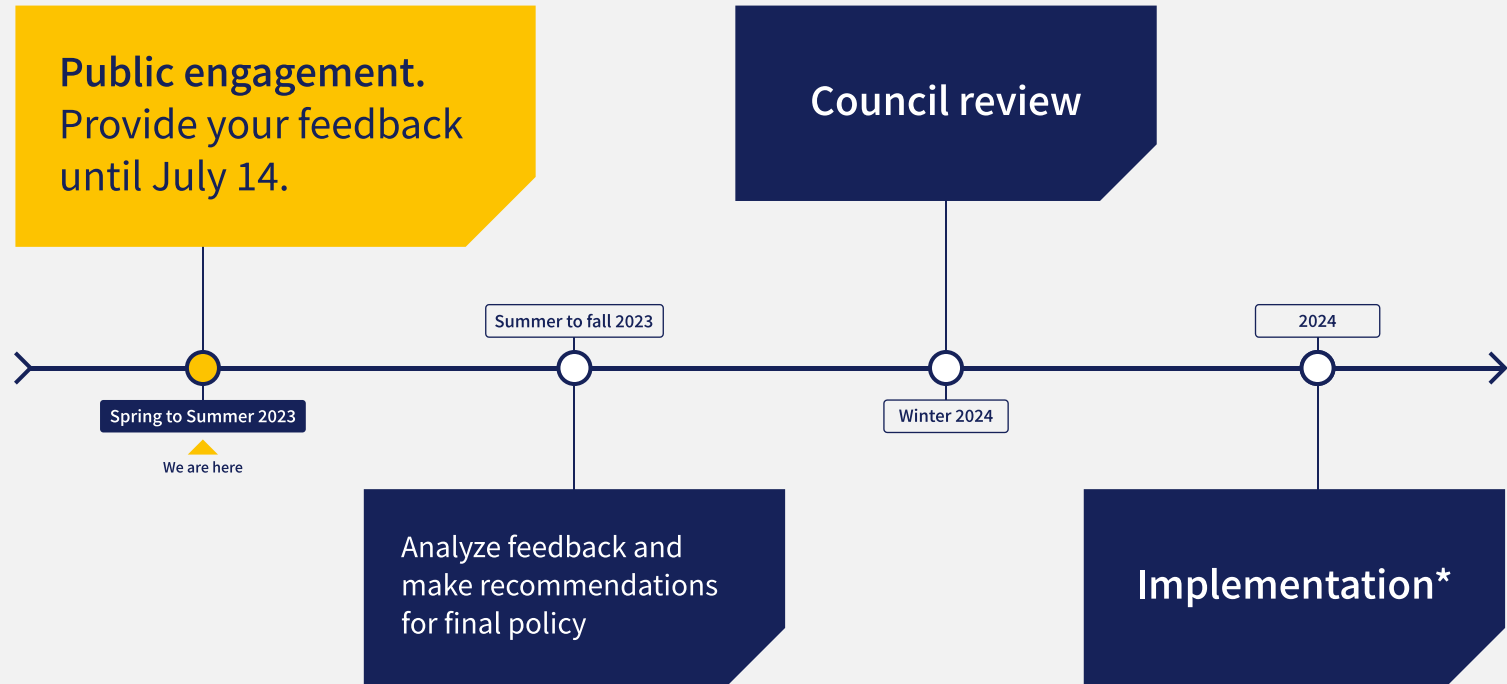
Existing No-Show Policy	Proposed No-Show & Late Cancellation Policy
• 5+ No-show: \$15.00 • 5+ No-show: \$15.00 • 5+ No-show: \$15.00 • 5+ No-show: \$15.00 Penalty: \$60.00 with a suspension of service until paid	• Late cancel: lose 1 point • No-show: lose 2 points • No-show: lose 2 points • No-show: lose 2 points Penalty: Second strike with a one-week suspension of service

Points: Checking Your Balance



- **Multiple accessible options** to check points balance
- **Convenient access** for customers

What Happens Next



*subject to Council review and approval

Questions or comments?

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Thank you

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